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CONFIRMATION NO. 1596

<b>SERIAL NUMBER</b> 10/735,099	<b>FILING OR 371(c) DATE</b> 12/12/2003 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 190250-1710
<b>APPLICANTS</b> Jane Smith Parker, Douglasville, GA; <b>** CONTINUING DATA *****</b> <i>NONE R.S</i> <b>** FOREIGN APPLICATIONS *****</b> <i>NONE R.S</i> <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 03/23/2004</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>RS</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> GA	<b>SHEETS DRAWING</b> 7	<b>TOTAL CLAIMS</b> 36
			<b>INDEPENDENT CLAIMS</b> 3	
<b>ADDRESS</b> 38823				
<b>TITLE</b> Workforce planning system incorporating historic call-center related data				
<b>FILING FEE RECEIVED</b> 1058	<b>FEES:</b> Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	